

Upgrade to Supply Form



To avoid possible delays submit form 5 weeks in advance.

This form should be completed where the named Customer has chosen an SSE branded Supplier, and the proposed supply requires to be upgraded from non- half hourly traded to half hourly.

The installation will be done in accordance with the connection agreement made between the Distribution Network Operator (DNO) and the customer (or their Agents).

It is the customer's responsibility to ensure all site works are completed by the DNO.

MPAN	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SSE Customer Name	<input type="text"/>											
Customer Account	<input type="text"/>					Meter Installation Date required	<input type="text"/>					
Electrical Contractor Work Complete	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Date	<input type="text"/>						
Distribution Work Complete	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Date	<input type="text"/>						

Supply Address

Address	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
Postcode	<input type="text"/>
Phone	<input type="text"/>

Billing Address

Address	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
Postcode	<input type="text"/>
Phone	<input type="text"/>

Site Access

Company	<input type="text"/>		
Name	<input type="text"/>	Phone	<input type="text"/>

Distribution (DNO)

Company	<input type="text"/>		
Name	<input type="text"/>	Phone	<input type="text"/>
Job Ref	<input type="text"/>		

Electrical Contractor

Company	<input type="text"/>		
Name	<input type="text"/>	Phone	<input type="text"/>

Supplier/Agent Details

Supplier	<input type="text"/>	Meter Operator	<input type="text"/>	
DA/DC	<input type="text"/>	Green Energy	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Voltage and Meter Capability

Voltage	Yes <input type="checkbox"/>	No <input type="checkbox"/>	CT Ratio	<input type="text"/>
Estimated Annual Consumption (kWh)	<input type="text"/>		Available Capacity (kVA)	<input type="text"/>

Declaration

I hereby confirm I am the authorised signatory for the customer details above.

I request SSE to start the Registration process and make arrangements for a new electricity meter to be installed at the business premises above. I accept and understand that I will be liable for any cost of unsuccessful attempts by the Meter Operator where I fail to provide access or the site is not ready. I accept and understand that the Meter Operator is responsible for the installation or removal of meters and carries out this work on behalf of SSE. I am aware that I must provide contingency plans for alternative power, and that SSE has no liability, should the installation not take place for any reason.

Print Name	<input type="text"/>		
Job Title	<input type="text"/>	Phone	<input type="text"/>
Company	<input type="text"/>	Date	<input type="text"/>

NOTES – For use in completing the Upgrade to Supply Form

Please state the New Core MPAN (Meter Point Administration Number) provided to you by your Distribution Network Operator. This is a 13 digit number, which will be unique to the supply you are having installed.

Please refer to your DNO if you do not know the MPAN.

Meter installation date required: NB: Meter operators will supply a meter 10 working days after they receive the installation request from the supplier. This request will only be made when successful registration has been confirmed to the supplier.

N.B. If you require an appointment earlier than 10 working days, we will contact the Meter Operator to see if it is possible to do the job sooner. There is no guarantee of an earlier appointment and we may still have to accept the 10 working days. If an earlier date is available we will pass on the Meter Operator Early Appointment Charge to you by adding a miscellaneous charge to your 1st bill. If an Urgent/Out of Hours job is required the charge will be higher and will be stated by the meter operator. This charge will normally be required as a payment to be given to the Meter Installer when he calls to do the job. The Meter installer will not complete the job without full payment.

Electrical Contractor Work Complete:

A WIRING COMPLETION CERTIFICATE is required to certify that your electrical contractor has completed and tested all internal customer wiring. These are normally faxed to the local Meter Operator by your electrical contractor or left at site ready to be collected when the engineer calls. N.B. If this is not available the meter installation will not be done.

Distribution Work Complete:

Please ensure all distribution work has been completed and the service cable is energised BEFORE advising us to book any meter job. The engineer will not fit a meter to an incomplete service due to safety issues. If the supply is going to be CT metered please ensure that the cabinet is in situ or has been arranged to be in situ before the metering job goes ahead. If a meter engineer calls and the work cannot be completed due to no fault of their own i.e. site not ready, you will be charged for the visit.

Site Access:

Please provide the site contact name and number of the person who will meet and provide access for the metering engineer. Please note that most engineers require your electrician or a customer representative at site when they fit the meter.

Distribution (DNO):

Please provide details of the Distribution Company (DNO) carrying out your service installation and DNO Project Manager's Name and contact telephone number. Please also provide the Job Reference Number issued in case we have need to contact the DNO.

Electrical Contractor:

Please provide electrical contractors name and number just in case there is a need to ask any technical questions.

Supplier & Agent Details:

Please indicate which Brand of SSE you wish to supply your site i.e. Southern Electric, SWALEC or Scottish Hydro Electric. For Half Hourly and AMR metered sites please state which Meter Operator, Data Aggregator, Data Collector and Data Retriever you have appointed. Direct contracts with the nominated agents must be in place before metering can be installed.

Meter Capability:

There are 2 types of metering – WC (Whole current) used for supplies up to 70kVA (3 phase 100amp) and CT (Current Transformer) for supplies over 70kVA. If you are unable to provide this please refer to your DNO. N.B. Whole current metering cannot be installed on CT supplies and vice-versa.

For CT (Current Transformer) connections you must confirm that, the cut out panel is in place, the CT's are installed and wired to the Test Block, the customer's tails are connected, the fuse holders have been left in the sealed CT cabinet.

CT Ratio – In order to ensure that the correctly programmed meter is installed, please ask your Distribution contact to provide you with details of the appropriate ratio i.e. 100/5, 500/5.

Available Capacity – This is measured in Kilovolt Amperes (kVA) and is the capacity indicated by your contract electrician sufficient to cover your demand requirements. If you do not know this or if you are unsure please contact your contract electrician. N.B. This has a bearing at what your metering is set at and how it is subsequently quoted and billed. Please do not guess or confuse this with your ampage.

Voltage:

Voltage - either Extra High Voltage (EHV), High Voltage Network (HVN), High Voltage Substation (HVS) or Low Voltage Network (LVN), Low Voltage Substation (LVS). It is important to provide the correct definition because part of the electricity charge shown on your supply bill is determined by this value. If you do not know the voltage to state please contact the Distribution Network Operator carrying out the service installation and they will confirm this to you.

In order to assist with future meter reading and billing queries, it would be useful to know the intended Meter position and location i.e. Utility cupboard in Main factory.